To bill and manage Social Service Medical claims in ProviderOne, you must have the use the **EXT Provider Social Services Medical** profile. Follow these steps to check is you have the profile.

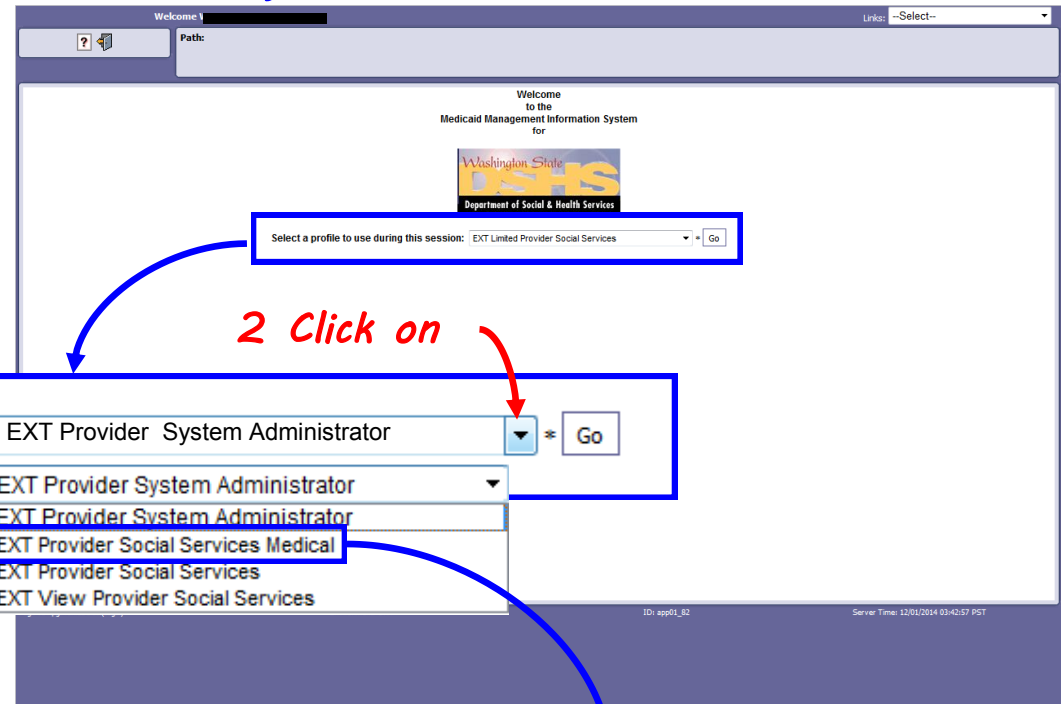**1.** From the Profile Page, (this is the 1st page you see after logging in.)

1 Profile Page

2. Click on ⏷ pull down menu

2 Click on

3. View EXT Provider Social Service Medical.

♦ If you see this profile in you list, then skip this lesson.

♦ If you do not see this profile in your list follow the steps in this How To Guide to add the profile.

3

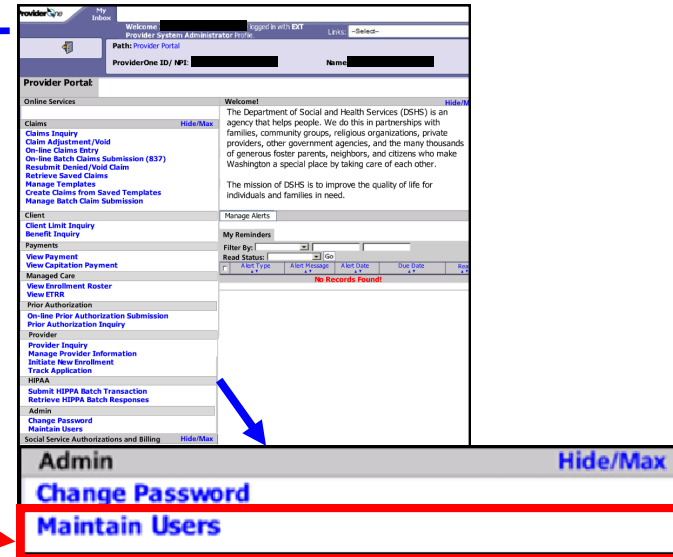**EXT Provider Social Services Medical**

Note: The EXT Provider Social Services Medical profile is used to view authorizations, bill, manage claims, and manage your provider information. If it is not included in the list of available profiles on the Profile Page, you must add it to your list.

Some Social Service Medical providers who enrolled early may only have one "approved" profile: EXT Provider System Administrator. This How To Guide shows you the steps to add (and approve) the EXT Provider Social Services Medical profile. This profile allows you to bill and manage Social Service medical claims within ProviderOne.

1 Portal Page

Welcome Jones, Katherine. You have logged in with **EXT Provider System Administrator** Profile   Links:

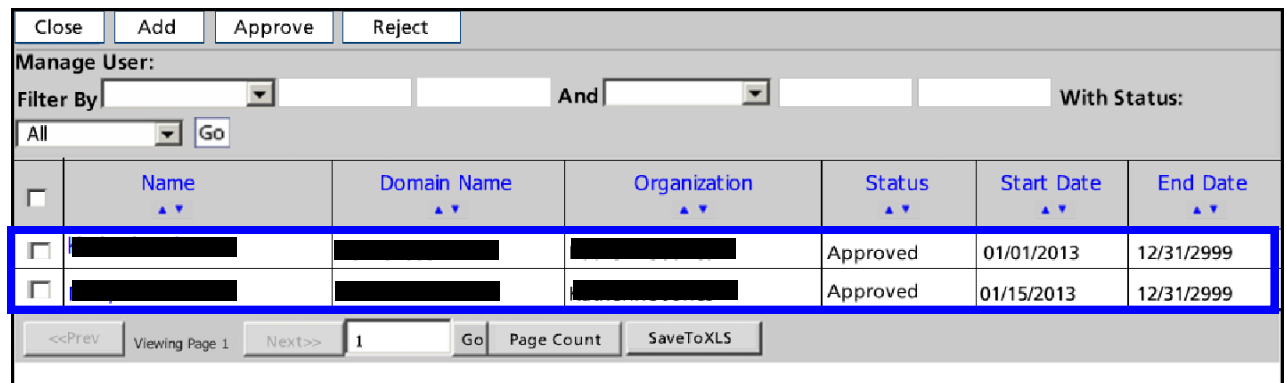**Note:** You must be in the System Administrator profile to add a profile. To change your profile, see pg. 11.

1. From the Portal Page

2. Click on Maintain Users link

2 Click On →

Admin   Hide/Max
Change Password
Maintain Users

3. Maintain User page appears showing the users within the domain.

3 Maintain User Page
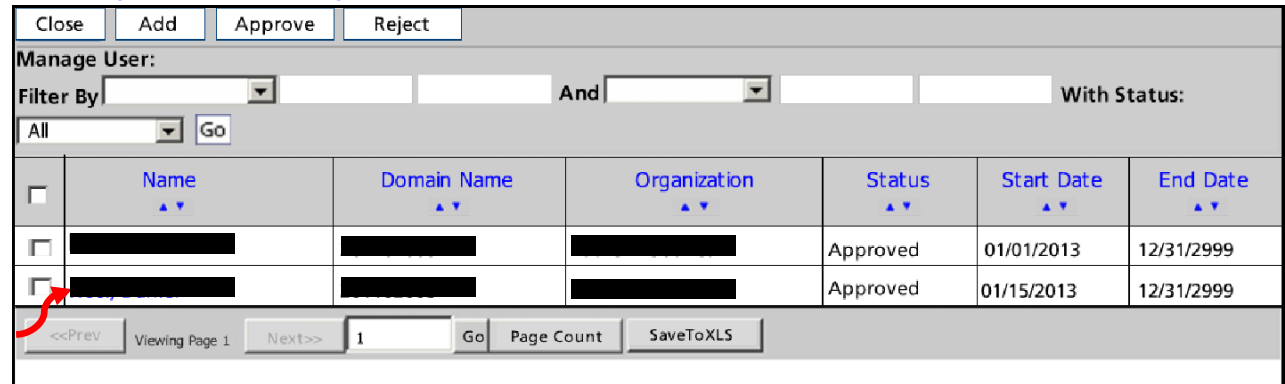
| Close | Add | Approve | Reject |

Manage User:
Filter By [   ] [   ] And [   ] [   ] With Status:
[All] [Go]

	Name ▲▼	Domain Name ▲▼	Organization ▲▼	Status ▲▼	Start Date ▲▼	End Date ▲▼
☐	▬▬▬	▬▬▬	▬▬▬	Approved	01/01/2013	12/31/2999
☐	▬▬▬	▬▬▬	▬▬▬	Approved	01/15/2013	12/31/2999

| <<Prev | Viewing Page 1 | Next>> | 1 | Go | Page Count | SaveToXLS |

The System Administrator assigns profiles to users within their domain, including adding profile to themselves.

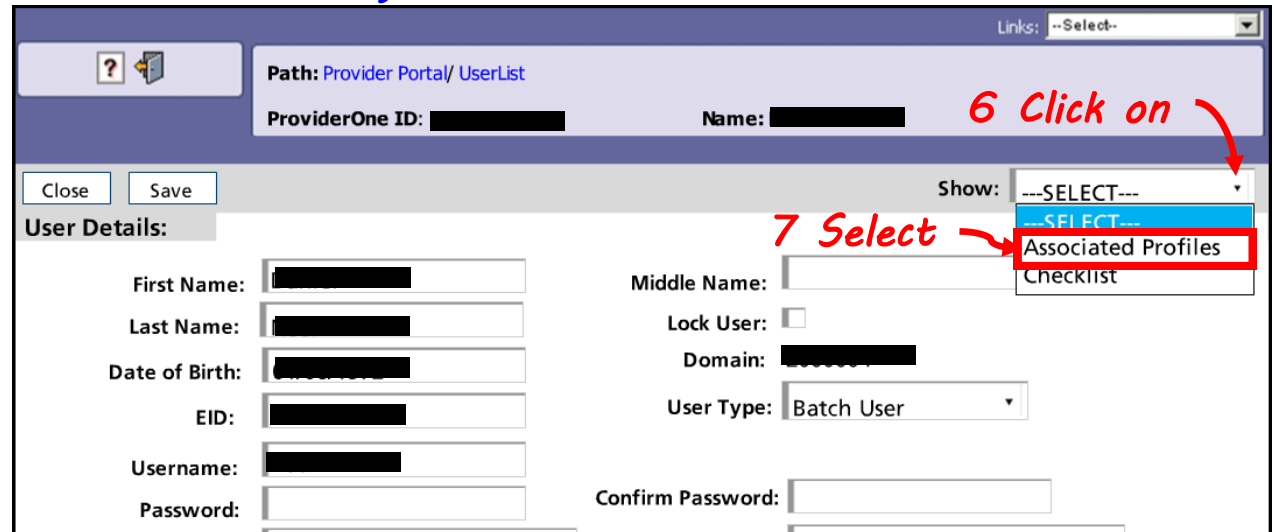**Manage User Page**

4. **Click on** user 's name

| Close | Add | Approve | Reject |

Manage User:
Filter By [ ] And [ ] With Status:
All [ ] Go

	Name ▲▼	Domain Name ▲▼	Organization ▲▼	Status ▲▼	Start Date ▲▼	End Date ▲▼
☐	██████	██████	██████	Approved	01/01/2013	12/31/2999
☐	██████	██████	██████	Approved	01/15/2013	12/31/2999

4 Click On

<<Prev | Viewing Page 1 | Next>> | 1 | Go | Page Count | SaveToXLS

5 User Details Page

5. User Details Page **appears**

6. **Click on** ▼ drop down menu

7. **Select** Associated Profiles

Links: --Select-- ▼

? 🚪

Path: Provider Portal/ UserList

ProviderOne ID: ██████   Name: ██████

6 Click on

| Close | Save |

User Details:

Show: ---SELECT--- ▼

---SELECT---
Associated Profiles
Checklist

7 Select

First Name: ██████   Middle Name: [ ]
Last Name: ██████   Lock User: ☐
Date of Birth: ██████   Domain: ██████
EID: ██████   User Type: Batch User ▼
Username: ██████
Password: [ ]   Confirm Password: [ ]

8. Manage User Profiles Page appears

8 Manage User Profiles Page

10 Click on

9. Showing existing assigned profiles

10. Click on Add
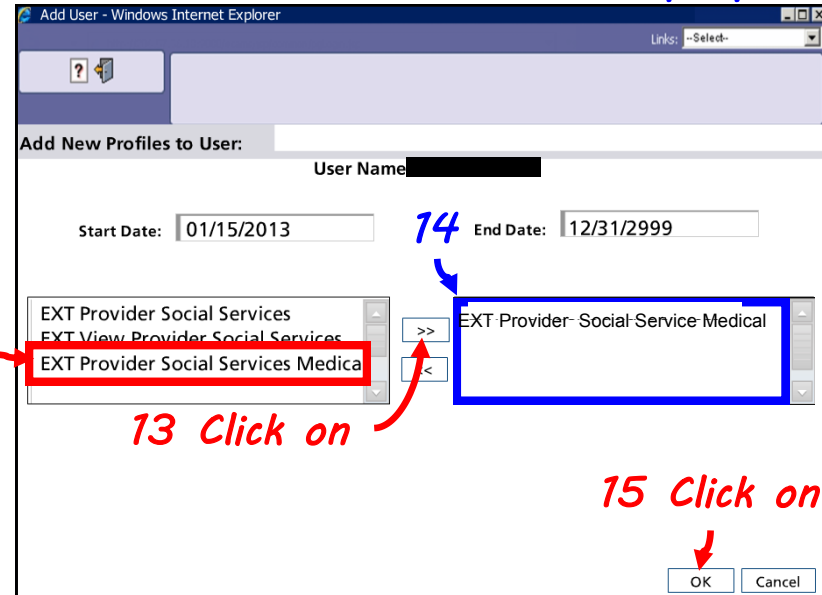
11. Add New Profiles to User pop-up appears

12. Select Ext Provider Social Service Medical

13. Click on   `>>`

14. Selected profile appears

15. Click on OK

11 Add New Profiles to User Pop-up

Add User - Windows Internet Explorer

Links: --Select-

Add New Profiles to User:

User Name [ ]

Start Date: 01/15/2013   *14* End Date: 12/31/2999

12 Select → EXT Provider Social Services
EXT View Provider Social Services
EXT Provider Social Services Medical

`>>`   EXT Provider Social Service Medical

`<`

13 Click on

15 Click on

OK   Cancel

Some users may see a long list of profile options. Select **EXT Provider Social Service Medical.**

This profile will allow you to view authorizations, ill and manage social service medical claims, and manage provider Infomation.
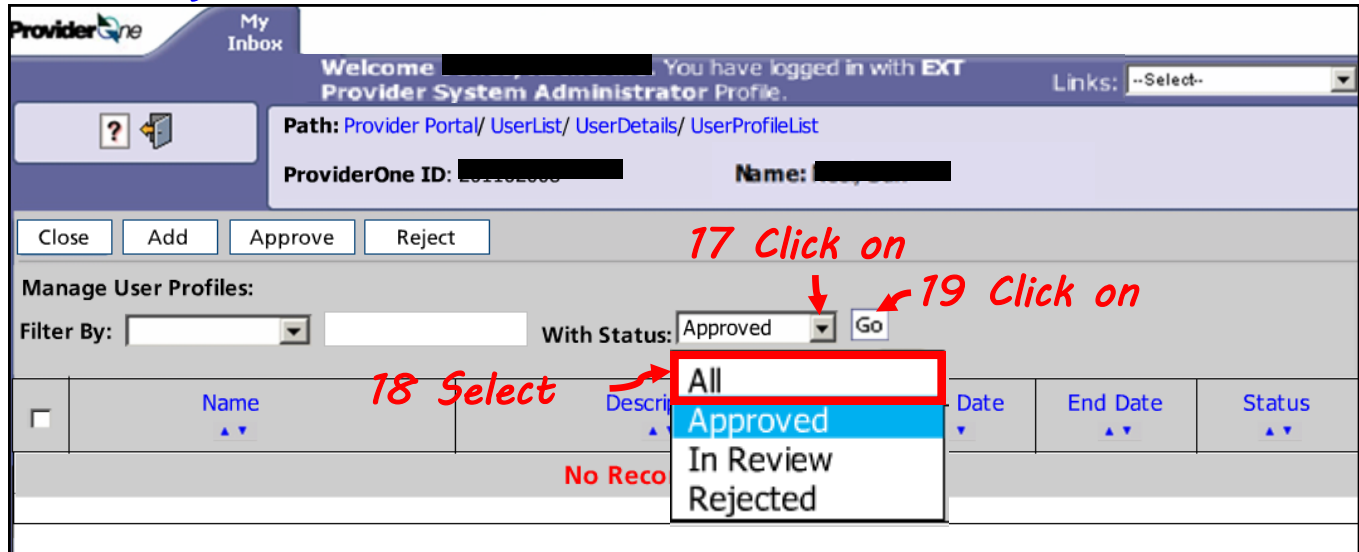
16. Manage User Profiles List appears

17. Click on ▼ drop down menu

18. Select All

19. Click on Go

16 Manage User Profiles List

17 Click on

19 Click on

18 Select

"All" shows all users within the domain regardless of their status. By default, ProviderOne will otherwise only show users in "Approved" status.

20. The list changes to show new profile with a status of In Review

21. Click on box next ☑ to name

22. Click on Approve

Manage User Profiles List

A profile must have a Status of Approved to be used in ProviderOne.

23. Update Status Pop-up appears

24. Click on OK

25. Status changes to Approved

26. Click on Close

23 Update Status Pop-up

24 Click on

Manage User Profiles List

26 Click on

25

The System Administrator can now use the EXP Provider Social Service Medical profile for billing and claims management.

Once you have added the EXT Provider Social Service Medical profile, this section shows you how to change your profile so you can bill and manage claims.

1. **From any page**, such as the Portal Page

2. **Click on** My Inbox

2 Click on

1 ProviderOne Page

3. My Inbox page appears

4. Click on Change Profile

3 My Inbox
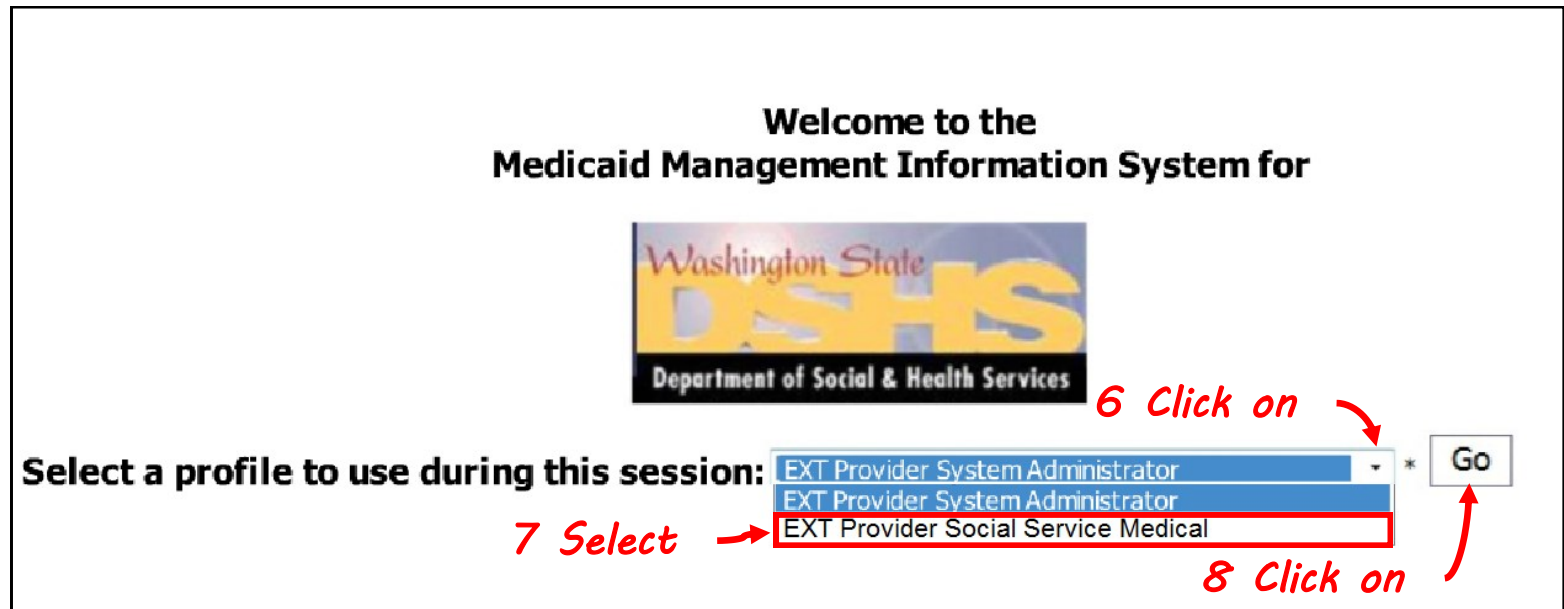
4 Click on →

5. Profile Page appears

6. Click on ▾ pull down menu

7. Select EXT Provider Social Service Medical

8. Click on Go

5 Profile Page

Welcome to the
Medicaid Management Information System for

Washington State
DSHS
Department of Social & Health Services

6 Click on

Select a profile to use during this session: | EXT Provider System Administrator | ▾ | * | Go |
| EXT Provider System Administrator |
7 Select → | EXT Provider Social Service Medical |

8 Click on

9. Profile Page appears showing new profile

ProviderOne Page

9